

Fee Refund Request Form

Purpose

This refund request form is for students who may be eligible for a refund of applicable fees or charges in relation to withdrawal from a course or units. Full details are listed in the Fees and Refunds Policy and Procedure.

Scope

This form is for use by all enrolled international SISTC students.

Principles

1 Full refund applications

Full refunds may apply only with submission of demonstrated evidence for:

- 1) Offshore visa refusal
- 2) Deferment or withdrawal by due dates
- 3) Special or compelling circumstances.

2 Refunds do not apply if you:

- 1) have successfully completed a course
- 2) are in financial default and have not contacted us
- 3) have had your enrolment cancelled due to any form of misconduct or policy breach.

3 Refund conditions and timelines

Refunds for withdrawal or deferring course/unit commencement are made according to the schedules set out in the Fees and Refunds Policy and Procedure.

Refund requests must be submitted within 12 months of the end of the enrolled study period.

Requests submitted more than 12 months afterwards may be considered with clear special circumstances documentary evidence that demonstrates it was not possible for you to submit your application within the relevant 12-month period.

All refund payments are made in Australian Dollars (AUD).

Fee Refund Request Form

Fee Refund Request Form			
1. Personal Details			
Student ID		Date of birth	
Family name		Given names	
Local address		Mobile number	
Year and study period		Email	
Course title		Unit title/s	
1. Application Details			
Has the course commenced?	Yes		No
Last date you attended?		Date of last assessment task attempt	
2.1 Consideration for special or compelling circumstances			
<i>Please complete if applicable</i>			
2.2 Main reason/s for special or compelling circumstance consideration which made it impractical for you to complete the course requirements. <ul style="list-style-type: none"> <i>Circumstances beyond your control and;</i> <i>did not make their full impact on you until on or after the start date and;</i> <i>made it impracticable for you to complete the requirements for the course in the period during which you undertook or were to undertake the course.</i> 	Circle one of the following circumstances: <ul style="list-style-type: none"> Offshore visa refusal Medical Family/personal (e.g. bereavement) Home country unrest or war Natural disaster or catastrophic event Global pandemic Employment related circumstances Course/ unit related Other 	Main Reason Summary	
	Circumstances are beyond your control if: <ul style="list-style-type: none"> <i>a situation occurs that a reasonable person would consider are not due to your direct or indirect action or inaction, and for which you are not responsible. This situation must be unusual, uncommon or abnormal;</i> <i>they have not made their full impact on you until on or after your start date;</i> <i>the circumstances worsen or occur after your start date, or the full effect does not become apparent until after your start date.</i> 		
Please note: Special circumstances do not include a lack of knowledge or understanding of enrolment or payment requirements or incapacity to repay a debt.			
2.3 Details <i>Include when it happened and impact on your ability to study</i>			

Fee Refund Request Form

2.4 Supporting evidence		<i>List attachments provided</i>	
<p><i>All documentation submitted and attached to support your claims should be original or independently certified as applicable below:</i></p> <ul style="list-style-type: none"> • A visa refusal letter, or letter from your previous provider indicating letter of release has not been granted. • For medical reasons, you should submit a letter/statement from your medical practitioner which indicates the date your condition began and/or changed, how your condition affected your ability to study and when (the date) it became apparent that you could not continue with your studies. (You should inform your doctor that the statement will be submitted to SISTC in support of your application). • For family/personal reasons, you should submit a statement from a doctor, counsellor or independent member of the community (for example, a Justice of the Peace or Minister of Religion) stating the date your personal circumstances began and/or changed, how your circumstances affected your ability to study and when (the date) it became apparent that you could not continue with your studies. • For employment related circumstances, you should submit a letter from your employer which states your previous work hours and location, your current work hours and location, the reason for the change, when the change was effective from and when it was communicated to you. 			
2. Refund payment details			
<i>For refund, if successful</i>			
BSB No <i>(if applicable)</i>		Bank Name	
Account No		Branch Address	
Account Holder Name		SWIFT Code <i>(Overseas only)</i>	
IBAN/ Routing Number <i>(Overseas only)</i>			
Notes			
3. Declaration			
<p><i>I:</i></p> <ul style="list-style-type: none"> • have read and understood the instructions on this form; • certify that all information including supporting documentation is correct and true to the best of my knowledge; • authorise SISTC to contact the professional authority who has provided supporting documentation for the purpose of verifying any information supplied; • acknowledge that SISTC will where required, advise the relevant Commonwealth Authority of the outcome of this application. 			
Student Signature		Date	

Fee Refund Request Form

4. Internal Processing <i>(office use only)</i>						
DoO/ CEO Decision	Yes		No		Reason	
Student email response	Yes		Date		Notes	
Appeal	Yes/ No		Date		Notes	

Fee Refund Request Form

Form Details

Accountabilities and review cycle

Delegate <i>(Records and reporting)</i>	CEO & DoO	Ref: Fees and Charges Schedule
Approval body	NA	
Reporting Body	NA	
Approval date	20230509	
Review date	3 years from last review 202605	

Supporting information

Related legislation	Higher Education Standards Framework (HESF) <i>(Commonwealth)</i> https://www.legislation.gov.au/Details/F2022C00105 Domains 1 & 7 Educational Services for Overseas Students Act & Regulations (ESOS) <i>(Commonwealth)</i> https://www.legislation.gov.au/Details/F2021C01320 Standard 3: Formalisation of Enrolments and Written Agreements National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 3.1 – 3.6 <i>(Commonwealth)</i> https://www.legislation.gov.au/Details/F2017L01182 Higher Education Sport Act (HESA) <i>(Commonwealth)</i> https://www.legislation.gov.au/Details/C2022C00005
----------------------------	--

Acknowledgements and sector benchmarking	Yes
---	-----

Supporting documents

Related documents	Course and Unit Changes and Discontinuation Policy and Procedure Fees, Charges and Refund Policy Letter of Offer Templates Tuition Assurance Statement Tuition Protection Teach Out and Transition Policy Request for Refund Form Student Complaints Appeals and Grievances
Superseded documents	NA

Type and location

Document type	Corporate Governance
	Academic Governance
	Academic Management
	Operational Management
Location/access	Website
	Student access
	Staff access

Document History

Version No	Delegate	Approving body/delegate	Approval date	Amendment type	Key changes
01.00	DoO CEO	NA	2022	New	
01.01	DoO CEO		20220512	Minor	Simplified plain English and formatting updates